

**REPLY UNDER 37 CFR 1.116
EXPEDITED PROCEDURE
TECHNOLOGY CENTER 2400**

Practitioner's Docket No. 1264

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Bryce A. Jones Confirmation No.: 1039
Application No.: 09/477,991 Group No.: 2457
Filed: January 5, 2000 Examiner: Barbara N. Burgess
For: METHOD AND APPARATUS FOR PROCESSING WEB CALLS IN A WEB
CALL CENTER

Mail Stop: AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

RESPONSE TO FINAL OFFICE ACTION

In response to the final Office Action dated January 21, 2010 (hereinafter "final Office action"), please enter the present amendment and consider the following remarks. As this response is being submitted within two months of the date of the final Office Action, the Applicant respectfully contends that the extension of time policy set forth in 37 C.F.R. § 1.136(a) and MPEP § 714.13 pertaining to responses to final rejections applies to this response.